

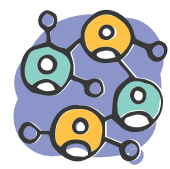
Dignity Health Global Education's Model on **Arizona's Statewide Residency**



Dignity Health Global Education's Model for Arizona's Statewide Residency

We aim establish a licensed nurse transition to practice program, to facilitate, and improve the transition for nurses from education to practice in all critical access hospitals across Arizona. The program shall support and develop new and experienced nurses, provide evidence-based professional development and accelerate the novice nurse to a competent nurse more rapidly.

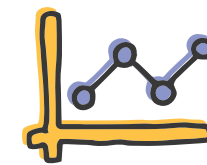
Our content, platform, and unique approach can provide:



Supportive environment for individual and group professional development to occur rapidly.



Affordable, accessible, customizable, and integrated approach to nurse residency.



High-quality, evidence-based clinical competencies that are retained consistently throughout the delivery of the program.



Micro steps for improving and maintaining sound mental health and well-being throughout experience in support of longevity and commitment to the nursing workforce.



New and lead nurses with **learning experience in decision-making and leadership skills**, underpinned by Duke CE.

Our Impact

DHGE has developed a new kind of Nurse Residency program to standardize excellence, deliver and measure evidence-based clinical practices, and provide a scaled foundation for professional development in higher education in nursing. This program provides individualized coaching, mentorship, and education to new and transitioning acute care nurses through a structured onboarding experience.

This program, through instructional design and partnership will help reduce the costs associated with RN turnover (\$5.2M - \$9M on average in 2021). DHGE's Innovative Nurse Residency program sets out to reduce RN turnover by a minimum of 20% for each hospital, saving \$1.3M to \$2.6M annually. At scale, this solution is built to effectively save CommonSpirit Health \$6M for every 1% of improvement upon retention.



\$5.2M to \$9M

Average costs associated with
RN turnover in 2021

DHGE aims to
reduce RN
turnover by a
minimum of 10%
for each hospital



\$1.3M to \$2.6M
Annual Savings

Our Presence in Arizona

To support and retain all nurses across Commonspirit, Dignity Health Global Education is partnering on providing our innovative Nurse Residency program over the course of a 5-year strategic plan. All Dignity Health locations, across 16 cities in Arizona, in seven acute care facilities, 14 imaging centers, a number of specialty care centers, and medical groups are implementing DHGE's Nurse Residency program from 2023 to 2027.

- Arizona General Hospitals
- Chandler Regional Medical Center
- Mercy Gilbert Medical Center
- St. Joseph's Hospital and Medical Center
- St. Joseph's Westgate Medical Center
- Dignity Health Medical Group
- Dignity Health-Cancer Institute at St. Joseph's
- Urgent Care Centers
- Barrow Neurological Institute

DHGE commits to excellence with non-for-profit academic partnerships with institutions throughout the state of Arizona.



Nurse Residency and Mentorship Program

The Nurse Residency program is a structured onboarding experience for new and transitioning acute care nurses. In alignment with each nurse's specialty area, Educators and Preceptors provide individualized guidance, mentorship, and education throughout the program.

The program curriculum and delivery is aligned with ANCC's Practice Transition Accreditation Program (PTAP) allowing hospitals to demonstrate the excellence and rigor of their clinical transition programs for nurses with less than 12 months of experience and experienced nurses to master new clinical settings.

Goals of a New Nurse Residency Program

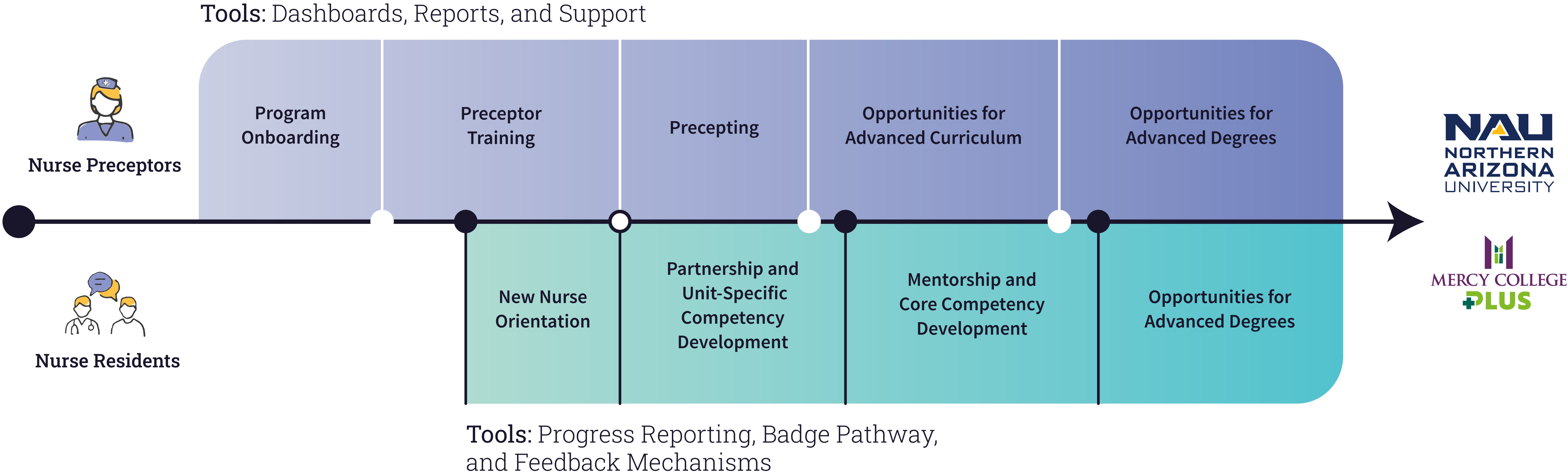
- **Improve Retention of Nurses**
- **Decrease New Nurse Attrition**
- **Increase the Well-being of Nurses**
- **Ensure Competency and Quality Outcomes**
- **Provide Professional Role Clarity**



In addition to supporting rapid clinical competency growth and providing innovative ways for clinical leadership to share their experienced voice - all learners have support and consideration for their well-being. Through DHGE's partnership with Thrive, learners have access to the Well-Being Interlude, part of Thrive's platform, which curates excerpts of Thrive's behavior change product solutions to support nurses in transition. Learners will gain access to Thrive's mobile and desktop applications to begin practicing wellness in their daily lives. Thrive's too-small-to-fail Microsteps and too-short-to-skip Resets make wellness easy to incorporate into the demanding schedules of healthcare professionals.



Nurse Residency Program Timeline

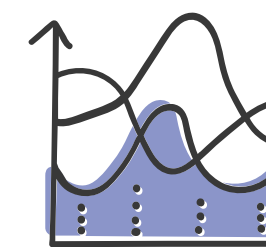


Workforce Environment Matters

DHGE has made a conscious effort to improve the dynamic between nurse residents and preceptors through instructional design, applied learning activities, and data infrastructure. From the start of the program, nurses, preceptors, and educators are provided with a well-being tool set. This includes content, resources, and touch-points designed to improve the overall wellbeing of each program participant.



Nurse Residents get access to evidence-based clinical competency building, support from their peers in becoming more confident in their new roles, a safe space to contribute personal and professional feedback, continuing education credits towards licensure, and the opportunity to further their professional development in digital, asynchronous BSN, MSN, or MBA in Healthcare following completion of the program.



Human Resources and Learning & Development get access to the tools and data needed to best analyze how to retain talent and save costs on hiring.



Nurse Preceptors get exposure and experience leading nurses beginning their clinical journey, advance their management, mentorship, and leadership skills, get continuing education credits towards licensure, and engage in direct micro-leadership development underpinned by Duke CE.

Reporting and Insights

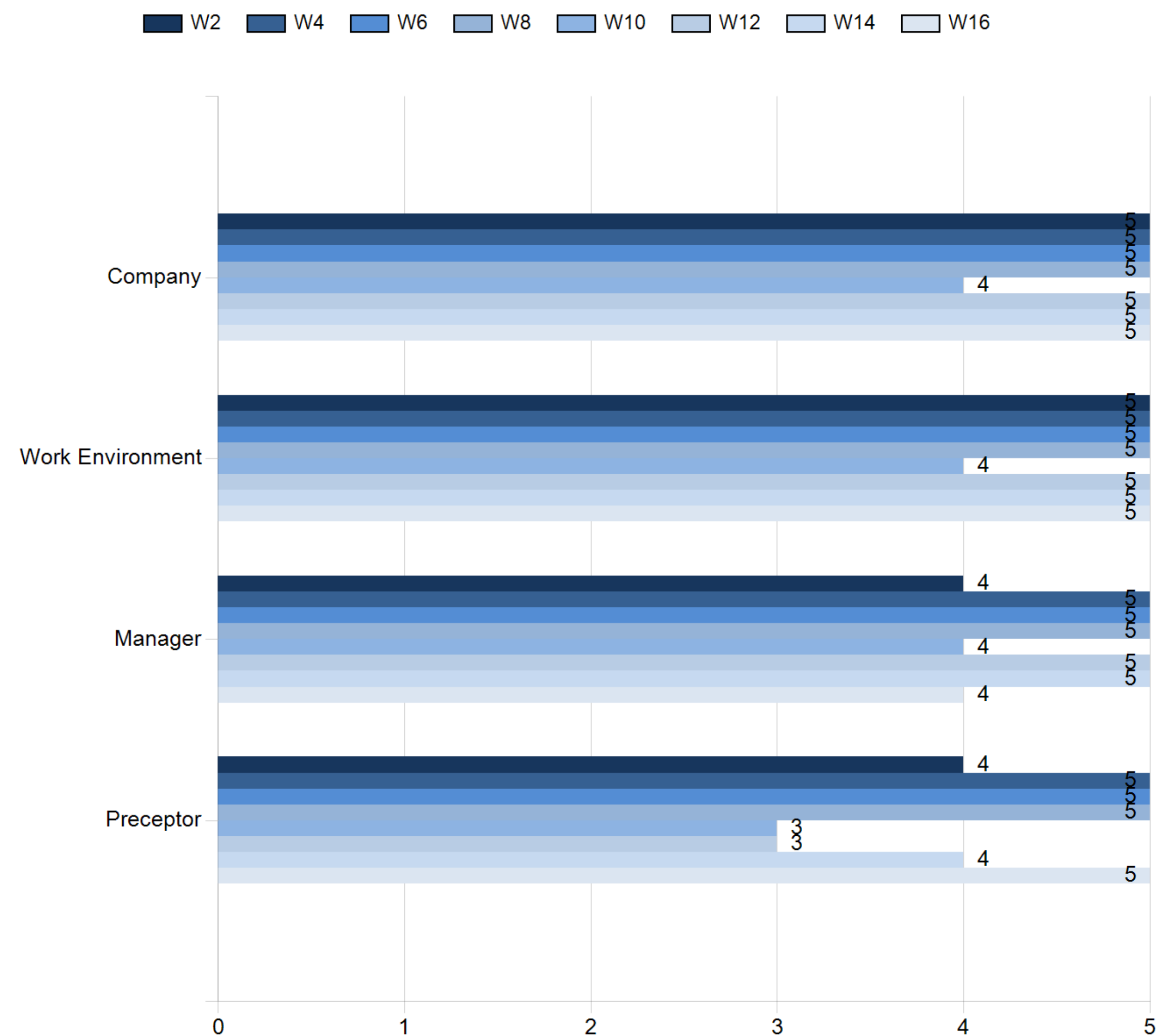
Everyone involved in a new nurse's journey (Unit Managers, Coordinators, Supervisors, Preceptors, and Educators) is part of the ecosystem that develops their competence and confidence. DHGE's data infrastructure is designed to measure and report on the meaningful outcomes that impact each nurse's retention.

Unique insights include:

- Resident program progress
- Resident engagement and satisfaction
- Resident skill development, risks, and highlights
- Preceptor and Educator performance
- Unit, department, or division aggregate data
- Resident and preceptor workplace satisfaction

The data collected throughout the program provides unique visibility into a new nurse's journey, allowing for each system to identify and analyze areas of opportunity.

By leveraging Healthcare Environment's products and expertise, led by John Nelson PhD, MS, RN, organizational leaders have access to improved understandings of their analytics and outcomes.



Appendix 4- Badged Pathway



12-Month Task Pathway

Milestones

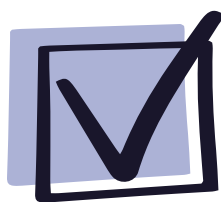
Accomplishment

Appendix 5 - Digital Badge Infrastructure

Each badge contains
embedded KSAs



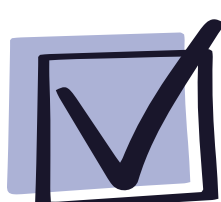
Demonstrates progress
for each Resident



Becomes digital record
for each attained skill



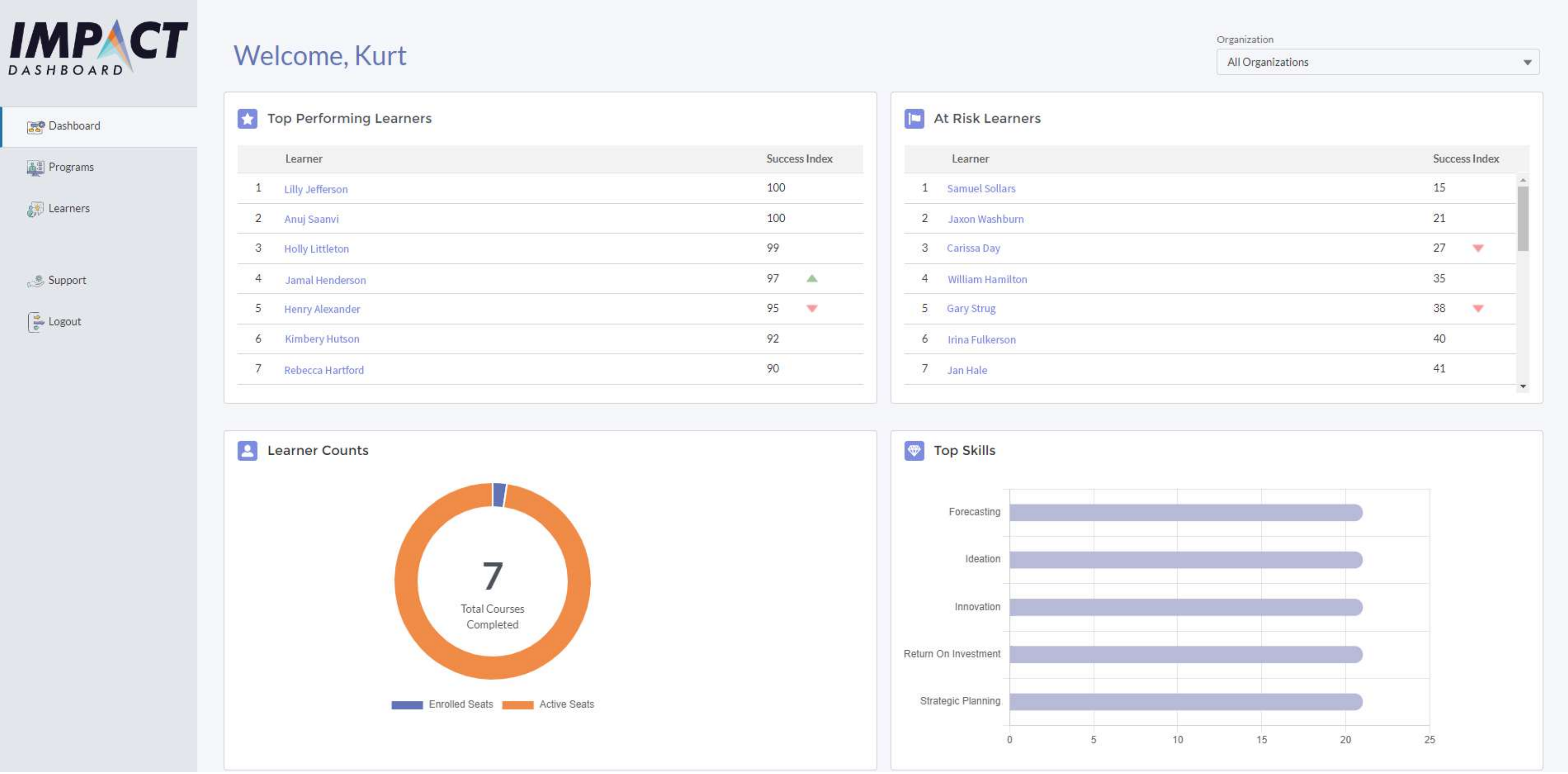
Transitioning nurses can
easily demonstrate prior
knowledge



Appendix 6 - Impact Dashboard

IMPACT Dashboard takes into account over 16 different factors, including platform interactions, work quality, and performance

- **Provide role pathways clarity and opportunity for staff's learning and development**
 - Improve succession planning
 - Identify additional growth and development for individuals & groups
- **Ensure financial investments in staff learning is providing positive outcomes toward organizational goals**



Appendix 8 - Our Platform

We design and develop customized learning experiences that are loved and have a positive impact on the lives of our learners and, as a result, the organizations in which they work.

